

**MONROE COUNTY
DEPARTMENT OF HUMAN & HEALTH SERVICES
Division of Social Services**

**HOUSING/HOMELESS
SERVICES**

MARCH 2003

**Sherri E. Wood
Acting Director**

SUMMARY – HOMELESS DATA 2002

Placement of homeless individuals and families increased by 1% in 2002

Since 1995 we have seen a steady increase of individuals and families placed in emergency housing ranging from **14%** in **1995** to **30%** in **2001**. For the first time in eight years, the number of homeless did not increase.

14%	-	1995
17%	-	1996
20%	-	1997
24%	-	1998
26%	-	1999
13%	-	2000
30%	-	2001
1%	-	2002

During 2002 MCDSS provided emergency housing to 8,553 families and individuals. There were 3,660 children in the families placed during 2002.

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>Change</u>
Families	1,566	1,615	1,707	92
Singles	4,911	6,857	6,846	- 11
TOTAL	<u>6,477</u>	<u>8,472</u>	<u>8,533</u>	<u>81</u>

Major Cause of Homelessness

- * The major cause of homelessness for the past three years has been eviction by primary tenant. (Families/individuals residing in the homes of relatives or friends that are asked to leave. They are often asked to leave due to overcrowded conditions, substance abuse, domestic disputes, family breakup and strained relationships.)
- * This accounts for more than half of this community's homeless and was the major cause of the increase in the number of homeless families during 2002.
- * One-fifth of the community's homeless have been released from an institution without a plan for permanent housing. (Institutions include hospitals, substance abuse treatment programs and the Monroe County Jail.)

<u>Cause of Homelessness</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>Change</u>
Eviction by Primary Tenant	46%	53%	56%	+3%
Released from Institution	23%	22%	20%	-2%
Evicted by Landlord	10%	10%	10%	N/C
Domestic Violence	9%	7%	7%	N/C
Property Code Violations	4%	2%	1%	-1%
Arrived from Out-of-County	4%	4%	4%	N/C
Fire	2%	1%	1%	N/C
Transiency	2%	1%	1%	N/C

Available Beds

- * During 2002 MCDSS contracted with community agencies for a total of 716 emergency and transitional beds for homeless families and individuals.
- * During 2002 fifty beds were added to the homeless system to serve women and children.
- * Fifty-one new beds are under development.

BEDS UNDER DEVELOPMENT

Tempo House	- 32 beds for families
Safe Haven	- 19 beds for chronically homeless individuals
Total	- 51 beds

71% of homeless are placed in shelters.

The following is the percentage of clients placed in hotels/shelters.

<u>Type of Facility</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
Shelters	77%	70%	71%
Hotels	23%	30%	29%

TOP PLACEMENT SITES

<u>2001</u>		<u>2002</u>	
1. Catholic Family Center	2,119	1. Catholic Family Center	2,564
Women/Children		Women's Place	810
(Women's Place)	711	Sanctuary House	295
Francis Center	1,408	Francis Center	1,459
2. Salvation Army	1,998	2. Cadillac Hotel	2,318
Women (SVA for Women)	878		
Men (Booth Haven)	979	3. Salvation Army	1,803
Youth (Genesis House)	141	Booth Haven	889
		Hope House	742
3. Cadillac Hotel	1,580	Genesis	172
4. Open Door Mission	1,046	4. Open Door Mission	793
5. King James Motel	850	5. Alternative for Battered Women	400
		6. MainQuest	400

HIGHEST PAID FACILITIES

<u>2001</u>		<u>2002</u>	
1. Catholic Family Center	\$1,099,132	1. Catholic Family Center	\$1,179,850
2. Alternatives for Battered Women	\$ 692,421	2. Alternatives for Battered Women	708,241
3. Salvation Army	\$ 657,427	3. Salvation Army	660,945
4. King James Motel	\$ 377,740	4. Cadillac Hotel	257,805

Total Emergency Housing Payments

2001 – \$3,971,979

2002 – \$3,896,863

Average Length of Stay

MCDSS has successfully maintained a low length of stay. Our goal is to assist homeless in securing permanent housing as soon as possible.

- * Length of stay for singles in motels is four days and 12 days in shelters.
- * Length of stay for families is seven days in hotels.
- * Length of stay for families in shelter is 14 days.
- * Length of stay for families in leased houses was 30 days.

New York State Department of Social Services (NYSDSS) Administrative Directive 94 ADM-20 outlines the services to the homeless that each social services district is required to provide. This directive summarizes 13 sections of state regulations and 20 previous administrative directives that deal with homelessness. In January of 1996, NYSDSS filed new regulations (352.25) that set forth the requirements with which an individual or family who applies for temporary housing must comply in order to be eligible for temporary housing. In summary, this regulation requires that the local social service district provide an assessment of the homeless individual's or family's needs and that, in order to be eligible, the individual or family must participate in the assessment and any independent living plan that may be developed.

Each social service district must have procedures that ensure that the emergency needs of homeless persons are evaluated. The Monroe County Department of Human and Health Services – Division of Social Services Housing Unit was established to serve the emergency needs of the homeless and the housing needs of the low-income residents in our community. The following services are provided:

- **The Housing Search Program** provides assistance to the homeless in locating permanent housing. A listing of available apartments is maintained with the cooperation of the Housing Council and of many landlords within the county. Assistance in making moving arrangements and setting up housekeeping is available. These lists are available in DHHS reception areas, Housing Unit and community agency locations.
- **The Homeless Outreach Program: (Formerly the Housing Demonstration Program)** Provides outreach to the community's most difficult to serve homeless. Housing Unit staff, Rochester Police Department, Strong Mobile Crisis staff and the Pastor from St. Mary's Church go to subway beds and parking garages to assist homeless living on the streets. These individuals, who have difficulties in accessing services, are assisted in securing emergency and permanent housing as well as obtaining necessary support services. This program received the National Association of Counties Achievement Award in 1990.
- **Homeless Screening:** Staff of the Housing Unit interview homeless families and individuals who are not receiving Temporary Assistance benefits to determine eligibility for Temporary

Housing Assistance. When appropriate, expedited food stamps, personal needs allowances and assistance with first month's rent are issued.

- **The Homeless Intervention Program (formerly HRAP)** provides ongoing counseling and assistance to homeless families. Services include finding, renting and maintaining an apartment and rights and responsibilities of tenants and landlords. This program is funded by New York State Office of Temporary and Disability Assistance (OTDA). A minimum of four hundred families are served annually by this program. Fifty families are provided ongoing case management services for a minimum of nine months to ensure they remain in permanent housing.
- **Homeless Youth Project:** Funded through the Rochester-Monroe County Youth Bureau and HUD. MCDHHS staff outreach to homeless youth, residing in shelters and who are unable to reside with their parents, in securing entitlement benefits and permanent housing. The Salvation Army and Hillside Children's Center provide ongoing case management to the youth. Many of these youth are referred to the Supportive Services Apartment Program, a transitional housing program operated by Hillside Children's Center and Rochester Housing Authority. Eligibility for Temporary Assistance benefits for youth has been changed as a result of Welfare Reform. Youth must now reside in supervised housing. MCDHHS has developed a team approach to assess youth and continues to work with the community to develop supervised housing.
- **Homeless MICA Program:** This program is funded by the Monroe County Department of Human and Health Services Division of Mental Health. Homeless individuals with mental health issues are assisted in securing emergency, supportive and permanent housing by Housing Unit staff. Case managers at Strong Memorial Hospital and Rochester Mental Health Center provide linkages to mental health services and ongoing case management.
- **Safety Net Assistance Program:** This program, funded by New York State OTDA, provides ongoing mental health case management services to 75 of this community's homeless. These individuals have severe mental health issues that prevent them from accepting mainstream mental health services. Case managers assist clients in securing housing and

obtaining SSI benefits. After developing a trusting relationship, staff are able to begin to assist the individual in receiving appropriate mental health services.

- **The Eviction Prevention Program:** This program assists families in danger of homelessness due to eviction. Staff negotiate with landlords and tenants to prevent evictions.
- **Move-In/Move-Out Inspection Project.** MCDHHS issues a Landlord/Tenant Security Agreement (LTA) in lieu of a cash security deposit. The LTA secures the landlord against tenant-caused damages up to a maximum amount equal to two months of the Shelter Allowance. MCDHHS entered into an agreement with the City of Rochester Bureau of Property Conservation to operate the Move-In/Move-Out Inspection Project. Effective September 1, 1997, claims made under the LTA in all City zipcodes require that an inspection be made by City inspectors to verify damages. Before the unit can be re-occupied, it must be re-inspected to insure that the necessary repairs were made.
- **Pro-Active Property Management Project:** The intent of this project is to promote landlord and tenant responsibility and to promote self-sufficiency through the establishment of quality housing in stable and safe communities. There are two major components to this project; a quality housing inspection tied to the issuance of direct rents to property owners and a mandatory tenant training for recipients who have poor housing histories. Staff from MCDHHS, the City of Rochester and the Rochester Housing Council operate this project.

Tenants targeted for training have a history of moving, multiple claims for damages and involvement in behaviors that are problematic for the neighborhoods. This training is a requirement of receiving Temporary Assistance benefits. Tenant training was attended by 627 clients during 2002.

All landlords with properties located in the city of Rochester must agree to a Quality Housing inspection as a requirement to receive direct rent. The inspections are conducted by a City of Rochester property inspector using the HUD quality standards as the inspection criteria. Properties that fail the inspection do not qualify for direct rent payments. Clients/tenants who reside in properties that fail the quality standards criteria, but do not

contain health and safety code violations, can continue to receive a shelter allowance.

During 2002, 5,910 units were inspected, 2,325 units passed the inspection.

- **The Rent Withholding Program**, operated in conjunction with the City of Rochester and the Monroe County Department of Public Health, ensures that buildings occupied by Temporary Assistance recipients that are in violation (including lead poisoning) are brought up to code compliance. When necessary, rental payments are withheld until major violations are corrected. This program has assisted in the prevention of households from becoming homeless due to unsafe conditions.
- **RHA/HHAP Housing Program**, This program, funded by New York State, provides seven affordable housing units to families who have worked their way off Temporary Assistance.
- **Supportive Housing Program**. Funded by HUD, this program operated jointly by MCDHHS and the Rochester Housing Authority, provides housing and support services for ten families where a family member is recovering from mental health or substance abuse-related problems.
- **Shelter Plus Care Program**: This program, funded by HUD, provides over 200 low-income housing units to families in which a member of the household is disabled. Rochester Housing Authority manages the rental stipend. Assistance in locating housing and ongoing case management is provided by Housing Unit staff. Case management services are provided by Strong Memorial Hospital, Rochester Mental Health, East House, Catholic Family Center, AIDS Rochester, Sojourner House and the Veteran's Administration.
- **Family Unification Program**: This program, funded by HUD, provides 100 Section 8 vouchers to families with children in foster care whose major barrier to reunification is housing related.
- **Welfare to Work Housing Assistance**: This program, funded by HUD and jointly operated by DHHS and RHA, provides 450 Section 8 vouchers to families who are leaving the welfare rolls for jobs.
- **The Housing Unit** operates a Landlord Complaint "Hotline" (274-6630). Complaints are channeled directly through the Housing Unit avoiding delays. Complaints are resolved

quickly and, in many instances, have prevented evictions. Housing Unit staff periodically inspect emergency facilities to ensure that safe and sanitary housing is being provided to the homeless, work directly with landlords to resolve agency/landlord disputes, and promptly process claims for damages and/or lost rent in order to encourage landlords to rent to Public Assistance recipients.

- **Lead Paint Program** - operated by the Housing Unit and the Monroe Department of Public Health to assist families residing in units with lead paint violations. Families are temporarily relocated into emergency housing while the landlord corrects the lead paint violations.

MCDHHS staff are also active participants in the following:

- **Homeless Continuum of Care Team**, this team, composed of staff from Monroe County, the City of Rochester, the United Way of Greater Rochester and the Homeless Service Providers' Network, facilitates and evaluates the implementation of the local Homeless Continuum of Care Plan. The Team is accountable to all of its respective membership organizations, and regularly reports progress to them and to the broader community.
- **Homeless Services Network** facilitates networking, coordinating, consulting and fund raising among individuals who work for or with agencies who provide high quality accessible and effective health, social, housing and other services to people who are homeless. Members represent over 50 community agencies, including County and City departments.

The following services are also available:

- **After Hours** telephone coverage is available year round to provide emergency assistance to the homeless (442-1742).
- **Financial Assistance Services Division** line staff maintain linkages with Housing Unit staff, Adult Protective, Child Protective and community agencies.
- **Payments** are made to prevent foreclosure and rental payments are sent directly to the landlord where appropriate.
- **The Client Benefits Unit** provides emergency payments to financially eligible households, including payments to prevent tax or mortgage foreclosures and help with necessary repairs in order to maintain housing.

In order to effectively serve the needs of the homeless, the Monroe County Department of Human and Health Services has entered into agreements for transitional and emergency beds with a number of community agencies. In addition to these agencies, approximately 20 motels within Monroe County can be utilized when necessary. During 2002, 30 emergency beds (Community Place, 14 beds and Sanctuary House, 16 beds) and 20 transitional beds (Jennifer House, 12 beds and YWCA, 8 beds) were added to the homeless system. More beds are under development to reduce the use of hotels for families and to provide housing for the hard to serve homeless.

BEDS UNDER DEVELOPMENT

Tempo House	- 32 beds
Safe Haven	- 19 beds
Total	- 51 beds

In calendar year 2002 MCDHHS paid 3.8 million dollars to provide overnight emergency shelter to the homeless and an additional 3.8 million for transitional housing for a total expenditure of 7.6 million. A listing of emergency and transitional facilities under contract with the department of Social Services follows:

EMERGENCY FACILITIES

Alternatives for Battered Women	- 39 beds, women and children
Booth Haven (Salvation Army Men's Shelter)	- 39 beds, single men only
Volunteers of America	- 5 beds, single men only
Open Door Mission	- 40 beds, single men only
YWCA	- 15 beds, single women and children
Community Place	- 3 units for families (24 beds)
Tempro Development (Temple B'rith Kodesh)	- 11 units for families (58 beds)
Baden Street Center	- 3 units for families (22 beds)
Montgomery Center, Inc.	- 3 units for families (20 beds)
Women's Place (Catholic Family Center)	- 19 beds, women and children
Sanctuary House (Catholic Family Center)	- 16 beds, women and children
Francis Shelter (Catholic Family Center)	- 6 beds, single men only
Hope House (Salvation Army Women's Shelter)	- 15 beds, single women only
MainQuest (Health Association, Inc.)	- 11 beds, single men only
Total Shelter Beds	- 329
Various Motels	- 100 beds, men, women and children
Total	- 429 beds
Average Per Diem	- \$40.50

TRANSITIONAL FACILITIES

Sojourner House, Inc.	- 21 beds, women and children
Liberty Manor (Catholic Family Center – Restart)	- 20 beds, women and children, recovering from substance abuse
Open Door Mission Caring Center	- 20 beds for men, women and children
Melita House (Sisters of Mercy, Blossom Road)	- 10 beds for pregnant women
Volunteers of America – Transitional Housing Program	- 28 beds for single men
Genesis House (Salvation Army)	- 14 beds, male/female teenagers
Families First (Sisters of Mercy, Blossom Road)	- 10 beds for teen mothers and children
Francis Shelter (Catholic Family Center)	- 30 beds for single men
Freedom House (Catholic Family Center – Restart)	- 24 beds, single men recovering from substance abuse
Hillside Children’s Center Scattered Sites	- 6 beds for youth 16 to 20
Richards House (Veterans Outreach)	- 23 beds for homeless vets
Wilson Commencement Park	- 9 units for families coming from homeless shelters (20 beds)
Center for Youth Services, Inc.	- 12 beds for homeless youth 12-18 years of age
St. Paul House (Catholic Family Center – Restart)	- 17 beds, women and children recovering from substance abuse
YWCA (Bittner Street and Vermont Street)	- 20 beds for women and children
Jennifer House	- 12 beds, women leaving jail
Total	- 287 beds
Average Per Diem	- \$47.75
Emergency/Transitional Housing Total	- 716 beds

Monroe County Department of Social Services Housing Unit Programs			
PROGRAM	PARTICIPANT	FUNDING	FOCUS
Emergency Housing	20 Houses (124 beds) leased from 3 Neighborhood Organizations and 205 beds at YWCA, ABW, Women's Place, Francis House, Salvation Army, Volunteers of America and Open Door Mission	TANF FA/SN Program Funds	Provide Temporary Emergency Housing
After Hours Emergency Placement	MCDHHS (442-1742)	TANF FA/SN Program Funds	24 hour coverage to assist in housing related emergencies
Fire Victims	Red Cross MCDHHS Housing Unit	TANF FA/SN Program Funds	Fire victims are placed in temporary housing and assisted in locating permanent housing
Transitional Housing	16 Transitional Housing Programs (287 beds) for drug/alcohol, HIV, domestic violence, or poor living skills	TANF FA/SN Program Funds	To develop independent living skills
Housing Search Program	Private Landlords MCDHHS Housing Unit	TANF FA/SN Program Funds	Securing permanent housing for homeless families and individuals
Landlord Hotline	Private Landlords MCDHHS Housing Unit	TANF FA/SN Program Funds	Assist landlords in problems with tenants and the Public Assistance System
Home Economics	Local furniture and appliance vendors Financial Assistance and MCDHHS Housing Unit	TANF FA/SN Program Funds	Issue cash or voucher for furniture and/or appliance to eligible recipients
RHA/HHAP Houses	RHA MCDHHS	NYS OTDA	Provide affordable housing units for families who have worked their way off Temporary Assistance

PROGRAM	PARTICIPANT	FUNDING	FOCUS
Landlord Tenant Agreements	MCDHHS Housing Unit	TANF FA/SN Program Funds	Security agreement issued in lieu of cash
Rent Withholding Program	City of Rochester Monroe County Health Department MCDHHS Housing Unit	City of Rochester County of Monroe TANF FA/SN Program Funds	Insures that buildings occupied by Public Assistance recipients are in compliance with City Housing Codes
Rehousing Assistance Program	MCDHHS Housing Unit	OTDA	Homefinding and ongoing case management for families in emergency housing
Eviction Prevention Program	MCDHHS Legal Aid Society	MCDHHS Legal Aid	Case management, financial and legal representation to prevent evictions or relocate family prior to actual eviction
Homeless Outreach Program	MCDHHS Housing Unit	MCDHHS	Assist single individuals in accessing systems and services to maintain permanent housing
Subsidized Housing Program	MCDHHS Quality Review Team Rochester Housing Authority	TANF FA/SN Program Funds	Program to ensure that all Public Assistance recipients residing in subsidized housing have provided the current shelter information and are receiving correct rents
Direct Rents	Financial Assistance Division	TANF FA/SN Program Funds	Program that requires all clients on voucher rent to notify the agency in writing of their intent to move by the 10th of the month in order to move the first of the next month
Shelter Plus Care Program	MCDHHS Housing Unit Rochester Housing Authority	HUD	Subsidized housing and support services to 200 households

PROGRAM	PARTICIPANT	FUNDING	FOCUS
Supportive Housing Program	MCDHHS Housing Unit Rochester Housing Authority	HUD	Housing and support services to 10 households
Homeless Youth Project	MCDHHS Housing Unit Youth Opportunities Unit Child Protective Services	Rochester-Monroe County Youth Bureau HUD	Outreach and case management services to homeless youth
Homeless MICA Program	MCDHHS Strong Memorial Hospital Rochester Mental Health	Office of Mental Health	Case management services to homeless individuals with mental health or substance abuse problems
Move-In/Move-Out Inspections	City of Rochester Property Conservation	OTDA TANF Service Funds	To verify the condition of a unit at the beginning and end of client's tenancy - ensuring accurate payments for LTAs
Homeless Screening	MCDHHS Housing Unit and MCDHHS Emergency Team	TANF FA/SN Program Funds	To provide emergency housing and first month's rent to new Temporary Assistance clients
Pro-Active Property Management	MCDHHS City of Rochester Housing Council	OTDA TANF Service Funds	Inspections of units to receive direct rents, mandatory training for tenants with histories of moving/damaging units/poor housekeeping. Point systems for landlords who fail to maintain properties that may result in loss of rights to direct rents
Safety Net Assistance Program	CCSI MCDHHS	OTDA	Case management to 75 severely mentally ill homeless

MONROE COUNTY DEPARTMENT OF SOCIAL SERVICES
Housing Unit Statistics
EMERGENCY PLACEMENTS 1991 - 2001
(Doesn't include Transitional Housing)

	Families	Singles	Total	Cost
1991	421	1,388	1,809	\$731,261*
1992	547	1,415	1,962	\$791,524*
1993	555	1,604	2,159	\$1,139,642
1994	597	1,675	2,272	\$1,523,118
1995	586	2,003	2,589	\$2,070,988
1996	796	2,242	3,038	\$1,684,185
1997	781	2,875	3,656	\$2,098,713
1998	1,021	3,520	4,541	2,094,509
1999	1,401	4,336	5,737	2,728,787
2000	1,566	4,911	6,477	3,635,167
2001	1,615	6,857	8,472	3,971,979
2002	1,707	6,846	8,553	3,896,863

*Does not include payments to ABW. Counted as emergency housing in 1993.

AVERAGE LENGTH OF STAY (Days)

	Families							Singles						
	1996	1997	1998	1999	2000	2001	2002	1996	1997	1998	1999	2000	2001	2002
Motels	5	5	7	8	8	8	7	7	5	7	6	5	3	4
Houses	21	27	30	24	33	31	30	--	--	--	--	--	--	--
Shelter	11	11	12	10	11	15	14	9	9	9	9	8	10	12

LANDLORD TENANT CLAIMS

	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Claims Received	4,767	4,910	4,205	4,974	2,511	1,660	1,527	1,263	1,516	1,236	1,049
Claims Approved	4,244	4,460	3,389	4,047	2,045	1,504	1,245	987	1,168	1,013	777
Claims Denied	326	315	461	927	443	308	142	276	348	223	272

PROPERTY CODE VIOLATIONS

	1994	1995	1996	1997	1998	1999	2000	2001	2002
Notice and Orders Received	1,332	915	1,005	1,772	1,300	824	987	1,565	1,505
Compliance Prior to Withholding	596	270	187	470	226	302	228	348	92
Rents Withheld	539	645	714	1,104	649	693	338	1,043	768
Rents Released	787	375	427	556	345	249	109	372	298